

Title (en)  
METHOD OF PROCESSING E-MAIL IN AN AUTOMATIC CALL DISTRIBUTOR

Title (de)  
VERFAHREN ZUM VERARBEITEN VON E-MAIL IN EINEM AUTOMATISCHEN ANRUFVERTEILER

Title (fr)  
PROCEDE DE TRAITEMENT DE COURRIER ELECTRONIQUE DANS UN DISTRIBUTEUR D'APPELS AUTOMATIQUES

Publication  
**EP 1116119 A4 20050601 (EN)**

Application  
**EP 99943788 A 19990819**

Priority  
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• US 13861998 A 19980824

Abstract (en)  
[origin: WO0011558A1] A method and apparatus are provided for processing an E-mail message in an automatic call processor. The method includes the steps of determining a telephone number of a sender of the E-mail message, setting-up a call connection between the automatic call distributor (10) and sender of the E-mail message based upon the determined telephone number and delivering the call connection to an agent (26) of the call distributor.

IPC 1-7  
**G06F 13/00**; **G06F 17/27**; **H04M 3/00**; **H04M 3/42**; **H04M 3/54**

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**H04L 51/214** (2022.05 - EP US); **H04M 3/5158** (2013.01 - EP US); **H04M 3/42323** (2013.01 - EP US); **H04M 3/48** (2013.01 - EP US)

Citation (search report)  
• [X] US 5793861 A 19980811 - HAIGH STEVEN PAUL [US]  
• [X] WO 9835326 A1 19980813 - GENESYS TELECOMM LAB INC [US]  
• [X] CA 2178705 A1 19970326 - NEW BRUNSWICK TELEPHONE CO [CA]  
• [XP] WO 9914951 A1 19990325 - GENESYS TELECOMM LAB INC [US]  
• See references of WO 0011558A1

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